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| **Position Data** | |
| **Position Title** | Trainee Personal Assistant |
| **Current Position Holder** |  |
| **Division** | CHOICES & Aged Care Services |
| **Location** | Various locations in regional NSW |
| **Employment Status** | Part Time |
| **Position Level / Grade** | Level 2 |

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| **The Agency** |
| CatholicCare Canberra & Goulburn (CatholicCare) is the welfare arm of the Roman Catholic Church and has provided services to the Australian Capital Territory and South Eastern New South Wales since 1957.  Today CatholicCare is one of the ACT’s largest providers, assisting over 10,000 people per year across the ACT and its regions, through the provision of quality services that include accommodation, respite, aged care, disability, mental health, youth, drug and alcohol, employment, counselling, migrant support and early intervention services. CatholicCare employs around 270 people across the region. |
| **Our Vision** |
| Our vision is for an equitable society where the rights, dignity and worth of all individuals are recognised and promoted. |
| **Our Mission** |
| CatholicCare Canberra & Goulburn is the welfare arm of the Archdiocese of Canberra and Goulburn. In keeping with the Catholic Church’s Social Teachings we uphold the dignity of each person by;   * Providing high quality accessible services that are aligned with individual needs * Empowering individuals, couples and families * Promoting healthy, inclusive communities through relationships and collaboration for the common good. |
| **Our Values** |
| **Respect** - we recognise and provide services that uphold the inherent dignity of each individual.  **Stewardship** – we use our gifts and resources in a responsible way that helps provide justice for all.  **Solidarity** - we commit ourselves to work with others in a way that enables all in our community to share in the common good.  **Excellence** - we aspire to the highest standards of service for the people we care for, in all that we do and for all in our community. |

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| **Position Purpose** |
| A brief statement to describe the main objectives. |
| CHOICES & Aged Care Services offers services under a Consumer Directed Care (CDC) model of support to individuals with a disability (physical, intellectual or psychosocial) and to individuals who are ageing in our community. Individuals, families and carers have the ability to choose from a wide menu of services that will support them to live their lives and achieve their aspirations. Services aim to enhance the independence of each individual by a focus on skill development, recovery and community inclusion.  As a Trainee CHOICES Personal Assistant you will be required to attend studies with a Registered Training Organisation as agreed; work with minimal supervision; and provide direct support to people with intellectual, physical, psychosocial disability, multiple disabilities or people who are ageing. Services may include, but are not limited to, assistance with daily living and life skills (including personal care), assistance with household tasks and physical well-being activities. These services may be delivered in a residential setting, an individual’s home or in the wider community, depending on the individuals support needs. Workers are required to use their own vehicle to travel between shifts or travel with clients and therefore your own personal roadworthy vehicle with comprehensive car insurance is required. Shifts will vary from 1 hour to 8 hours and may include sleepovers where agreed.  Services are provided in line with National Disability Service Standards, Home Care Standards, National Mental Health Service Standards and the Aged Care Act (where applicable), and are delivered in line with the principles of the National Disability Insurance Scheme and CDC, where individuals are supported to have choice and control over their support and therefore their lives. |

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| **Organisational Relationship** |
| Interaction in relation to other employees in the organisation. |
| CHOICES & Aged Care Director and Senior Operations Manager |
| CHOICES & Aged Care Program Manager |
| CatholicCare staff (including Scheduling and Support Coordinators), volunteers |

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| **External Relationships** |
| Interaction in relation to external relationships. |
| Work with individuals and their support networks, including families, carers and guardians. |
| Facilitate linkages with community and service providers including the provision of individual services |
| Promote the service and participate in activities such as expos and community events. |

| **Duties and Responsibilities** | |
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| The fundamental, crucial job duties and responsibilities. | |
| **Quality Service Provision** | * Work within an active support and recovery framework to enhance skills development and independence. * Work closely with the individuals support network to implement life plans within a person centred framework. * Provide direct support to individuals in all aspects of daily living to include but not limited to personal care, domestic assistance, social support, transport, skill development and respite. * Work within the principles of Social Role Valorisation to encourage connections and valued roles within the community. * Advocate for a client, **but not** provide formal ‘Advocacy’ services for a client. * Report potential or actual hazards, risks or incidents **immediately** to next direct report. * Recognise that families play an integral part in individuals’ lives and develop skills to engage professionally with them. * Follow systems to support the needs of the individual. This includes management of health care plans and similar plans. * Maintain appropriate documentation to the required standard, ensuring the individuals confidentiality is respected at all times. * Understand and adhere to agency policy and legislation, including WHS. |
| **Team Work** | * Be a member of a team providing an integrated service to meet a person's individual needs. * Work with other staff to share ideas and experiences and ensure continuity and a consistent service. * Attend and actively participate in staff meetings, training and case reviews as directed * Suggest improvements to support opportunities within the context of the role. * Contribute positively to the workplace environment |
| **Professional Development** | * Attend a Registered Training Organisation as agreed and complete the Certificate level qualification within the given timeframe. * Develop and maintain a working knowledge of the National Disability Service Standards, the Home Care Standards and the National Mental Health Service Standards. * Actively participate in regular meetings with direct supervisor. * Actively participate in annual performance appraisal and competencies as required. * Positively contribute at meetings and planning days, * Remain informed about the evolution of the National Disability Insurance Scheme, aged care reform and CDC. * Provide feedback to the CHOICES & Aged Care Management Team in regards to the services and systems being developed and implemented. |
| **Administration** | * Maintain and submit timesheets, including travel mileage to the office by the requested date and time, and in the requested format. * Maintain a smart device which is compatible with CatholicCare’s Bring Your Own Device Policy. * Use a professional level of communication skills to maintain accurate records, write case notes and produce reports, and effectively liaise with individuals, families, colleagues and significant others; maintaining a high degree of confidentiality, sensitivity and empathy. * Provide feedback and input to in line manager to feed into continuous improvement of the agency.   *Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.* |

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| **Position Specifications** | |
| A description of specific knowledge, skills and abilities that are required to perform this job. | |
| **Knowledge** | |
| This is a body of information that applies directly to the performance of a function or duty. In other words, knowledge is the learned information that is needed prior to being able to perform an observable behaviour. | |
| **Critical** | * n/a this will be learned through studies |
| **Desirable** | * First Aid Certificate * Understanding of what is involved in working with people with a disability, mental illness or who is ageing. * Understanding of Equal Employment Opportunity (EEO), Work Safety and Confidentiality |

| **Skills** | |
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| Skills are usually something that has been learned. Skills can be developed through the transfer of knowledge Specific skills such as communication skills, operational skills, processing skills, software skills etc. | |
| **Critical** | * n/a this will be learned through studies |
| **Desirable** | * Diplomacy and conflict resolution * Giving and receiving constructive feedback |

| **Abilities** | |
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| Personal abilities including aptitude, reasoning, assertiveness, handling sudden and unexpected situations, problem-solving ability, mathematical abilities etc. | |
| **Critical** | * Able to work independently and as part of a team |
| **Desirable** | * Ability to be creative and show initiative * Able to communicate effectively |

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| **Personal Attributes** | |
| Personal characteristics required to perform in this position successfully. | |
| **Critical** | * Ability and willingness to engage with people in a non-judgmental way * Personal alignment with the agencies mission and values * Punctual and reliable * Respecting consumers as valued members of their community, understanding their lives, wants, needs and desires. * Having enthusiasm for ongoing learning |

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| **Management of Resources** | |
| The efficient and effective management of people and finances required in this position. | |
| **Management of Staff** | * n/a |
| **Management of Budget** | * n/a |

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| **Decision Making** | |
| Area of decision making within the framework of this position. | |
| **Scope** | * Work is governed by shift and support plans developed by a Support Coordinator. * Initial 6 weeks of work will be shadow shifts with an experienced Personal Assistant. Followed by working indecently with clients. * Day-to-day work and decisions do not require direction or review by immediate manager, as long as they are performed in line with client plans and agency policy. * Issues are referred to supervisor. |
| **Decision Responsibility** | * Limited decision making is required, outside of providing individual supports in line with client plans and agency policy. |
| **Consequence of Errors** | * Errors may impact on client/families and the wider agency. |

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| **Experience** |
| Work experience required for effective performance in this position. |
| * No prior work experience is required to take part in the Traineeship Program. |

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| **Compliance Requirements** |
| Laws, regulations, guidelines and specifications relevant to this position. |
| * National Mental Health Service Standards * National Standards for Disability Services * Home Care Standards * Mental Health Act 2007 (NSW) * Privacy Act 1988 * Discrimination Act 1991 * Human Rights Act 2004 * CatholicCare Enterprise Agreement * Behaviour and Code of Conduct Handbook for CatholicCare employees * Work Health and Safety Act 2011 |

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| **Qualifications and Training** | |
| Essential qualifications and training required for this position. | |
| **Qualifications** | * Willingness to complete Certificate as part of the Traineeship program |
| **Training** | * First Aid Certificate (desirable) |

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| **Working Environment and Conditions** |
| [Location](http://www.businessdictionary.com/definition/location.html) where [task](http://www.businessdictionary.com/definition/task.html)s are [completed](http://www.businessdictionary.com/definition/completed.html), the physical geographical location as well as stressors in this position. |
| **Working Environment** |
| Mostly generally good working conditions with potential for exposure to harm or danger. Everyday risks require normal safety precautions, but additional measures may need to be put in place depending on client disposition and care needs. The position requires driving of motor vehicles and the exposure to traffic, accidents and road conditions. Staff will be required to work in isolation within the community and consumers homes (potentially threatening situations and critical incidents) with safety and security risks ensuing. |
| **Stressors** |
| This position’s main stressors are supporting clients with complex needs and sometimes behaviours of concern. Unplanned activities or crisis which require immediate attention and resulting in competing priorities.  Occasionally this position requires taking part in unpleasant or demanding verbal interactions – interactions that are difficult, conflictual, and hostile that requires patience, comfort, tact and diplomacy. Sometimes stress is caused by the confidential nature of information. |

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| **Key Performance Indicators** | | |
| The performance measurements for this position. | | |
| **Key Performance Area** | **Indicator** | **Percentage** |
| **Quality Service Provision** | * Provide quality support to CHOICES & Aged Care clients, in line with shift plans and support plans. | **80%** |
| **Professional Development & Team Work** | * Attend weekly Traineeship classes as required * Attend and actively participate in Monthly catch up meetings. * Suggest improvements to support opportunities within the context of the role. | **10%** |
| **Administration** | * Maintain and submit timesheets, including travel mileage to the office by the requested date and time, and in the requested format. | **10%** |

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| **Management Declaration** | |
| I have carefully reviewed the Position Description and am satisfied that it fully and accurately describes the requirements of the position. | |
| **Manager** |  |
| **Signature** |  |
| **Date** |  |

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| **Employee Declaration** | |
| I have read this document and agree to undertake the duties and responsibilities as list above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. | |
| **Employee** |  |
| **Signature** |  |
| **Date** |  |